

Troubleshooting

The following table provides solutions for problems and glitches that may arise as you use your TASSIMO machine. If you do not find a solution for your specific problem, or the problem persists after troubleshooting please contact **TASSIMO Customer Service at 1-877-TDISCS1 (1-877-834-7271)**.

Problem	Possible cause	Solution
Appliance not working; no symbols light up.	There is no power supply.	Check that the appliance is properly plugged into the power supply.
Machine brews but no drink dispensed.	The water tank was removed during the brewing process or there is air in the system.	Replace the water tank in the appropriate position in your TASSIMO machine. Start a cleaning process with the Service disc.
	The float in the water tank is stuck.	Clean the water tank and ensure the float can move.
⚠ Automatic mode not working, appliance remains in stand-by mode.	No T DISC inserted.	Check if T DISC has been inserted.
	The barcode could not be detected.	Clean the bar code reading window and try again or smooth the barcode on the T DISC out with your thumb.
		Use another T DISC.
⚠ Automatic mode skipped, appliance goes straight to ☕ manual mode.		If problems persist contact TASSIMO or Bosch Customer Service Department at 1-877-TDISCS1 (1-877-834-7271).
	The barcode could not be detected.	Clean the bar code reading window.
		Use another T DISC.
		You can still prepare the drink by holding down the start/stop button.

⚠ Note: If piercing unit is missing, it may be purchased from TASSIMO or Bosch Customer Service Department at 1-877-TDISCS1 (1-877-834-7271) or www.tassimo.com.

More Customer Service information is available online at www.tassimo.com

Problem	Possible cause	Solution
Brewing unit cannot be securely closed.	Piercing unit / T DISC holder is not properly inserted.	Insert the T DISC holder and piercing unit properly.
	The T DISC is not inserted properly.	Re-insert the T DISC and make sure it is properly positioned.
	The brewing unit is not properly closed.	Push the clamp down firmly until it audibly clicks into place.
Water dripping from the brewing unit.	The T DISC is damaged or leaky.	Stop the brewing process, remove the T DISC and clean the brewing unit.
	The piercing unit is either not inserted or not inserted properly.	Check to ensure that the piercing unit is inserted properly.
Water on the surface under the cup stand.	Water from condensation.	Condensation may occur and is not a fault. Remove it by wiping with a cloth.
Service T DISC is damaged or lost.	The Service T DISC must always be used for cleaning and descaling processes.	A Service T DISC can be purchased from www.tassimo.com or from TASSIMO or Bosch Customer Service Department at 1-877-TDISCS1 (1-877-834-7271).
Fill tank lights up even though there is sufficient water in the tank.	The float in the water tank is stuck.	Clean the water tank and ensure that the float can move.
Fill 6d and 6e are flashing simultaneously and it is not possible to prepare drinks.	There is an error on the machine.	Contact the TASSIMO or Bosch Customer Service Department at 1-877-TDISCS1 (1-877-834-7271).
Descale flashes even though you are using filtered or softened water.	Even filtered water contains small amounts of dissolved lime.	Descale the appliance.
Memo display is not working anymore.	Reset or purchase new one.	Contact the TASSIMO or Bosch Customer Service Department at 1-877-TDISCS1 (1-877-834-7271).

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Bosch Home Appliances

